

**U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION**  
**The 2010 FEDERAL EMPLOYEE VIEWPOINT SURVEY SUMMARY**

**About this Summary**

Becoming America's model employer depends on attracting, developing, and retaining talented employees and ensuring they have a direct line of sight between the work they do and EEOC's mission.

The Federal Employee Viewpoint Survey (FedView), formerly the Federal Human Capital Survey (FHCS), focuses on employee perceptions regarding critical areas of their work life, areas which drive employee satisfaction, commitment, and ultimately retention in the workforce.

This is the sixth time EEOC has participated in such a survey. We participated in the FHCS in 2004, 2006, 2008, and in the FedView in 2010. EEOC administered annual employee surveys in 2007 and 2009 in accordance with Public Law 108-136, 5 U.S.C. 7101.

The findings from the 2010 survey offer an indication of employee perceptions of workforce management within EEOC. By looking at trends across the different administrations, agency leaders can also determine how far they have come and what remains to be done.

**HCAAF**

**Human Capital Assessment & Accountability Framework**

The HCAAF indices provide metrics for measuring progress toward HCAAF objectives. Presented below are EEOC results compared with Governmentwide results.

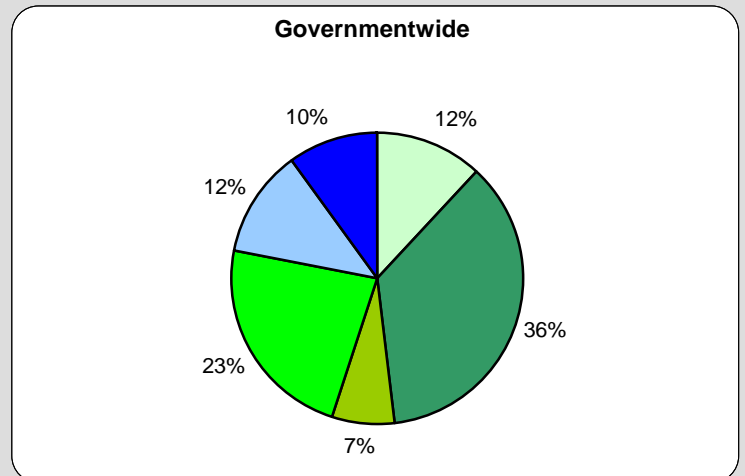
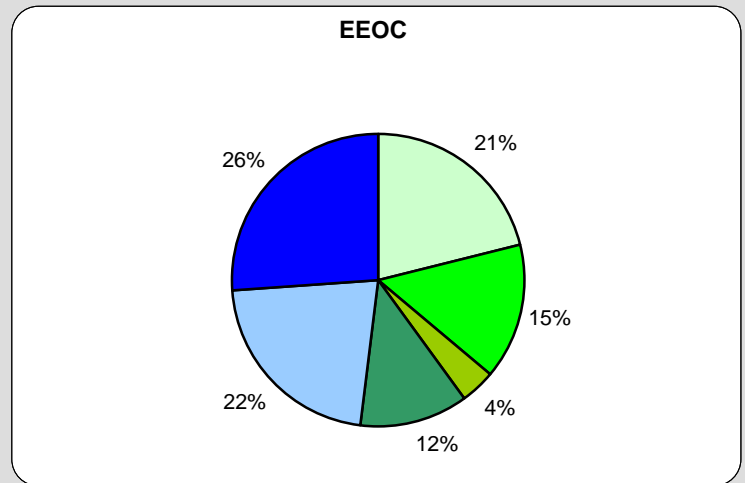
<p><b>LEADERSHIP &amp; KNOWLEDGE MANAGEMENT</b></p>	<p><b>RESULTS-ORIENTED PERF CULTURE</b></p>
<p><b>TALENT MANAGEMENT</b></p>	<p><b>JOB SATISFACTION</b></p>

**EEOC RANKINGS (OUT OF 37 AGENCIES)**

- 30<sup>th</sup> on Leadership & Knowledge Management
- 28<sup>th</sup> on Results-Oriented Performance Culture
- 34<sup>th</sup> on Talent Management
- 25<sup>th</sup> on Job Satisfaction

**TELEWORK**

- I telework on a regular basis (at least one entire work day a week).
- I telework infrequently (less than one entire work day a week).
- I do not telework because I have to be physically present on the job.
- I do not telework because I have technical issues.
- I do not telework because I am not allowed to, even though I have the kind of job where I can telework.
- I do not telework because I choose not to telework.



## Top10 and Bottom 10 Items

EEOC's 10 highest percent positive responses and 10 lowest percent positive responses along with the 2010 Governmentwide percent positive are presented below for comparison.

TOP 10 POSITIVE RESPONSE ITEMS		EEOC	GOV'T WIDE
7.	When needed I am willing to put in the extra effort to get a job done.	96%	97%
13.	The work I do is important.	94%	92%
8.	I am constantly looking for ways to do my job better.	91%	92%
5.	I like the kind of work I do.	89%	86%
16.	I am held accountable for achieving results.	86%	84%
12.	I know how my work relates to the agency's goals and priorities.	86%	84%
28.	How would you rate the overall quality of work done by your work unit?	84%	82%
74.	How satisfied are you with the following Work/Life programs in your agency... Alternative Work Schedule AWS?	80%	60%
4.	My work gives me a feeling of personal accomplishment.	80%	75%
6.	I know what is expected of me on the job.	80%	81%

BOTTOM 10 POSITIVE RESPONSE ITEMS		EEOC	GOV'T WIDE
78.	How satisfied are you with the... Elder Care program in your agency?	9%	20%
77.	How satisfied are you with the... Child Care program in your agency?	9%	23%
33.	Pay raises depend on how well employees perform their jobs.	23%	26%
23.	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	32%	31%
67.	How satisfied are you with your opportunity to get a better job in your organization?	32%	42%
24.	In my work unit, differences in performance are recognized in a meaningful way.	33%	36%
22.	Promotions in my work unit are based on merit.	34%	35%
32.	Creativity and innovation are rewarded.	34%	41%
53.	In my organization, leaders generate high levels of motivation and commitment in the workforce.	37%	44%
9.	I have sufficient resources (...people, materials, & budget) to get my job done.	38%	50%

## Increases and Decreases

This section presents up to 3 Agency items with positive ratings that increased or decreased at least 5 percentage points from 2008 to 2010.

### INCREASED THE MOST

		2008	2010	DIFF
9.	I have sufficient resources (for example, people, materials, budget) to get my job done	31%	38%	+7
21	My work unit is able to recruit people with the right skills.	37%	43%	+6
71.	Considering everything, how satisfied are you with your organization?	53%	59%	+6

### DECREASED THE MOST

		2008	2010	DIFF
20.	The people I work with cooperate to get the job done.	80%	71%	-9
29	The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	73%	68%	-5
34.	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	60%	55%	-5

## Who Responded?

EEOC: 55% response rate.  
Governmentwide: 52% response rate.

## Leaving?

Are you leaving your organization within the next year...?

